

1 I Claim:

2 1. A method for predicting the likelihood of success of an organization
3 interaction comprising the steps of:

- 4 a. collecting communication information;
5 b. determining an organization profile based on said
6 communication information;
7 c. predicting an outcome based on said organization profile
8 utilizing predetermined criteria.

1 2. The method of claim 1, said communication information comprising
2 information concerning a plurality of dialog drivers and a plurality of dialog
3 deficits.

1 3. The method of claim 2, said dialog drivers comprising a plurality of
2 dialog driver levels.

1 4. The method of Claim 3, said dialog deficits comprising a plurality of
2 dialog deficit levels.

1 5. The method of Claim 4, said dialog driver level and said dialog deficit
2 level defining a depth of communication.

1 6. The method of Claim 5, said communication information comprising a
2 plurality of answers to a plurality of questions by a plurality of persons.

1 7. The method of Claim 6, said answers comprising a plurality of
2 rankings of said dialog drivers and a plurality of rankings of said dialog
3 deficits.

1 8. The method of Claim 7, said determining an organization profile
2 comprising extracting statistical information from said plurality of said
3 rankings of said dialog drivers and said ranking of said dialog deficits.

1 9. The method of Claim 8, said extracting statistical information
2 comprising deriving a statistical mean of said plurality of responses to each
3 of said plurality of questions.

1 10. The method of Claim 9, said predicting of an outcome based on said
2 organizational profile using predetermined criteria comprising comparing each
3 of said statistical means to other of said statistical means.

1 11. The method of claim 10, said communication comprising
2 communication within said organization and communication between said
3 organization and a stakeholder without said organization.

1 12. A method for improving the likelihood of success of an organization
2 interaction comprising the steps of:

- 3 a. collecting communication information;
- 4 b. determining an organization profile based in said communication
5 information;
- 6 c. diagnosing said organization using predetermined criteria;
- 7 d. reinforcing a dialog driver;
- 8 e. decreasing a dialog deficit.

1 13. The method of claim 12, said communication information comprising
2 information concerning a plurality of said dialog drivers and a plurality of said
3 dialog deficits.

1 14. The method of claim 13, said dialog drivers comprising a plurality of
2 dialog driver levels.

1 15. The method of Claim 14, said dialog deficits comprising a plurality of
2 dialog deficit levels.

1 16. The method of Claim 15, said dialog driver level and said dialog deficit
2 level defining a depth of communication.

1 17. The method of Claim 16, said communication information comprising a
2 plurality of answers to a plurality of questions by a plurality of persons.

1 18. The method of Claim 17, said answers comprising a plurality of
2 rankings of said dialog drivers and a plurality of rankings of said dialog
3 deficits.

1 19. The method of Claim 18, said determining an organization profile
2 comprising extracting statistical information from said plurality of said
3 rankings of said dialog drivers and said plurality of said rankings of said
4 dialog deficits.

1 20. The method of Claim 19, said extracting statistical information
2 comprising deriving a statistical mean of said plurality of responses to each
3 of said plurality of questions.

1 21. The method of Claim 20, said diagnosing of an organization
2 comprising comparing each of said statistical means to other of said
3 statistical means.

1 22. The method of Claim 21, said reinforcing said dialog driver and said
2 decreasing said dialog deficit comprising taking steps to increase said depth
3 of communication.